

Alternative Dispute Resolution Office Services Guide



Mediation
Facilitation
Consultation
Workshops and Education



NEED ASSISTANCE?

A few reasons people and organizations contact us:

- You have problems with a coworker
- You and your boss don't get along
- Two of your subordinates have a dispute
- Your team has issues working together effectively

ABOUT US

Through its services, the ADR Office (ADRO or the ADR Office) provides tools to manage and resolve conflict to work toward achieving DOE's mission.

The ADR Office sits in the Office of Hearings and Appeals at DOE Headquarters and serves as a resource to explore efficient and cost-effective means of managing and resolving conflicts and disputes. We offer mediation, facilitated discussions, consultation, and training.

Our case-related services are confidential, informal, voluntary, and free, and are available to all DOE federal and contractor employees nationwide, including those at DOE's field offices and labs, the Power Marketing Administrations, NNSA, and EIA.

Diverse backgrounds, perspectives, and ideas in the workplace are critical for an organization seeking to achieve its mission. With differing views and opinions, conflict is a likely byproduct, but when managed properly, conflict can catalyze innovation, growth, and progress. The challenge is how to best harness this potential to help DOE accomplish its mission of ensuring America's national security and energy prosperity.

CONTACT US:

ADROFFICE@HQ.DOE.GOV

202-586-4002

OR FIND US AT:

- [ENERGY.GOV/ADR](https://www.energy.gov/adr)
- [ENERGY HUB](#)
- [DOE CARES](#)
- [POWERPEDIA](#)
- JOIN OUR [DISTRO LIST](#)

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1. MEDIATION

Mediation is an ADR technique for resolving all kinds of disputes. Individuals often approach us directly for our services, or might be referred via other organizations after a formal complaint has been filed. A trained, impartial third party referred to as a mediator serves to help all involved parties find a solution.

Unlike a judge or jury, however, a mediator does not impose a decision. The participants retain control over the process and resolution. Mediation also allows participants to save time, money, and emotional energy as compared to litigation. The mediation process emphasizes problem solving and encourages a forward-looking approach to resolving disputes.

Why use mediation?

Mediation is voluntary, confidential and free, and may be used by anyone at any time. It allows individuals to influence the process and have more control over the outcome, as opposed to litigation where a judge or jury imposes an outcome. Engaging in mediation is not an admission of guilt or an assumption of any liability. Our Mediation Program benefits both management and employees by helping them focus on their interests, which tends to result in a "win-win" outcome. It helps bring a more timely closure to a dispute without relying on a costly, time consuming and adversarial process which typically results in a "win-lose" outcome.

What does the process look like?

In most cases, the first step is to contact the ADR Office directly or to request mediation. Then (1) a case coordinator will explain the mediation process and then contact the other party, (2) if the other party also agrees to mediate, a mediator is assigned to the case, (3) the mediator will help the parties prepare for mediation and will schedule the mediation for a date and location convenient to all, (4) at the mediation session, the mediator will facilitate a discussion among the parties, which may include a combination of joint and private meetings, to explore potential common ground, and (5) the terms of any agreement may be transcribed on a form that reflects the agreement.

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WHY ADR?

Conflict, which comes in different forms and degrees, is inevitable in the workplace. If mismanaged, minor irritations may escalate to be disputes diverting management's and employees' attention from carrying out the Agency's mission. Research consistently shows managers and employees spend a significant amount of time dealing with workplace conflict

Research also shows it pays to address and manage conflict in a timely manner to harness the benefits it offers to all, regardless of one's rank in an organization. Engaging in a ADR or otherwise incorporating conflict management principles into how we conduct our business will likely produce the following benefits:

- Increasing productivity and efficiency
- Preserving relationships
- Building trust

The ADR techniques and processes the ADR Office offers are always voluntary, free, confidential and fault free and allow managers and employees control over the processes and outcomes. When appropriate, the ADR Office collaborates with or refers concerns, with your consent, to other DOE employee resource organizations for resolution.



2. FACILITATED DISCUSSIONS

A facilitated discussion is a conversation about an issue with a colleague, supervisor, or employee. In a facilitated discussion, a neutral third party, also known as a facilitator, helps the participants communicate clearly and respectfully while working toward building an effective working relationship.

Like mediation, a facilitated discussion is informal, voluntary, and provided at no cost to participants. Participants are expected to exercise professional discretion regarding the confidentiality of these discussions.

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WHERE TO FIND US:

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3. CONSULTATIONS

As part of its ongoing efforts to provide clarity on ADR processes and questions, the ADR Office provides consultations to individuals and groups. These consultations span the spectrum of the ADR Office's know-how, from answering questions about the fine points of mediation to referring individuals to other employee resource groups for the help they need.

To that end, referrals are an important service in our work. DOE has a wealth of employee resource offices that are well-equipped in providing services. In working toward achieving DOE's mission, we often receive referrals from these offices and refer individuals and groups to our sister resource offices.

ADR LUNCHTIME SERIES

Focusing on ADR-related developments and current issues, the ADR Office serves as the host and coordinator of the Inter-agency ADR Working Group's [ADR Lunchtime Series](#). These quarterly programs feature experts in their fields and garner viewers from all over the nation.

OPEN ENROLLMENTS

We offer our open enrollments multiple times each month. [Visit our workshops and education page](#) to learn more about our program and sign up for future offerings.

NEWS AND DISTRO LIST

The ADR Office's Events and Newsletter list includes, but is not limited to, our newsletter, invitations to free workshops put on by our office, ADR Lunchtime Series announcements, and other events hosted by other DOE resources and inter-agency ADR groups. Subscribers can expect 1-3 emails per month from this list. [Visit this page](#) to be added to the list.



4. WORKSHOPS AND EDUCATION

The ADR Office delivers effective communication and conflict management workshops to employees, supervisors, and executives across the DOE complex. We have a catalog of effective communication and conflict management workshops as part of our endeavors to address conflict at the earliest available opportunity.

We do this through multiple offerings, to include our online Open Enrollments with rotating topics each quarter, quarterly Lunchtime Series events with external ADR practitioners, the monthly Supervisor Forum, quarterly newsletter, and more.

Our Conflict Resolution Competency Model (next page) outlines the skills and values of our training and outreach efforts. For more information, visit our website!

Learn more about ADR Office programs and register for upcoming workshops by visiting the links on the left!

ADR CORE COMPETENCIES

COMMUNICATION



- Listening
- Communicating Clearly
- Giving Feedback
- Storytelling
- Negotiating
- Asking Questions
- Nonverbal Communication
- Difficult Conversations

CONFLICT-HEALTHY CULTURE



- Flexibility
- Resiliency
- Courage and Vulnerability
- Diversity
- Curiosity
- Reflection
- Respect
- Emotional Intelligence
- Problem Framing

TEAMWORK



- Managing Change
- Building Trust
- Relationship Management
- Problem Solving
- Decision-making
- Managing Uncertainty
- Conflict-Healthy Planning
- De-escalation

The ADR Office's **Conflict Resolution Competency Model** above features three core competencies on which the DOE complex can expand their knowledge to establish conflict-healthy workplaces. This model captures the skills and values our training and outreach activities focus on. DOE organizations requesting training can use this as a guide to determine which competencies will best help them create and encourage conflict-healthy workplaces.

DOE federal and contractor employees can also consider taking our annual **Needs Assessment** to help determine workshop topics most relevant to you and your organization.

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